



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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CIRCULAR No. 20
OSC Ref. C. 4858³⁷

20th January, 2021

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the following **vacant** posts in the **Consumer Affairs Commission (CAC)**:

1. **Office Manager (GMG/AM 3)**, salary range \$1,181,789 - \$1,404,775 per annum and any allowance(s) attached to the post.
2. **Complaint Officer (GMG/AM 2)**, salary range \$986,421 - \$1,172,544 per annum and any allowance(s) attached to the post.
3. **Administrative Assistant (GMG/AM 2)**, salary range \$986,421 - \$1,172,544 per annum and any allowance(s) attached to the post.
4. **Research Assistant (SOG/ST 3)**, salary range \$918,981 – \$1,092,379 per annum and any allowance(s) attached to the post.
5. **Receptionist (PIDG/RIM 2)**, salary range \$748,959 – \$890,277 per annum and any allowance(s) attached to the post.

1. Office Manager (GMG/AM 3)

Job Purpose

Under the direction of the Finance and Administration Manager, the Office Manager is responsible for co-ordinating support activities to ensure organizational efficiency and effectiveness. Work includes procurement of goods and services, maintaining office records and supervision of Receptionist and Ancillary Staff.

Key Responsibilities

Administrative:

- Convenes and participates in meetings relevant to roles and functions;
- Participates in the development of the Unit's operational objectives and standards;
- Contributes to budget development.

Technical/Professional:

- Maintains a current office inventory;
- Schedules regular servicing of office equipment;
- Submits reports of goods/equipment rendered unserviceable;
- Ensures that the purchasing and maintenance of office equipment is done in accordance with the Government's Procurement Policies;
- Maintains stock levels of brochures, props and promotional materials for distribution within the Commission and its Regional Offices;
- Ensures that the physical plant and office environment is clean, safe and comfortable and that repairs are effected in a timely manner;
- Maintains adequate supplies of office stationery;
- Verifies receipt of supplied goods and services;
- Implements systems to ensure the efficient use of resources;
- Co-ordinates periodic safety drills and evacuation exercises;
- Organizes overseas travel arrangements for the Chief Executive Officer (CEO) and other members of staff;
- Organizes refreshments and accommodation for meetings and assists with outdoor assignments as the need arises;
- Maintains records for Sick and Departmental Leave;

- Ensures that the telephone system is functional, switchboard is properly manned and calls are answered appropriately;
- Monitors the routing of internal and external mail.

Human Resource Management:

- Ensures the development and maintenance of personnel records/documents such as staff lists, organizational charts, and job descriptions;
- Assists the Manager in establishing and maintaining a system that fosters a culture of teamwork, employee empowerment and commitment to the organization's goals and objectives;
- Provides leadership and guidance to supervised staff through the effective planning, communication, training, mentoring and coaching;
- Ensures that the welfare and developmental needs of staff are identified and addressed;
- Ensures that safety and health standards are documented, circulated and maintained;
- Directs the development and monitors the implementation of a security plan for the Commission.

Required Knowledge, Skills and Competencies

Technical/Functional:

- Good problem-solving, decision-making, planning and organizing skills
- Good people management and leadership skills
- Goal/result oriented
- Impact and influence
- Extensive knowledge of the Government's Procurement Policy
- Extensive knowledge of Office Administration, Human Resource Management and supervisory roles and functions
- Working knowledge of relevant computer applications and systems

Core:

- Excellent oral and written communication
- Adaptability
- Ability to work in a team
- Initiative
- Integrity
- Compliance
- Good interpersonal skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Business Administration or equivalent
- Three (3) years working experience in a related field

Special Conditions Associated with the Job

- Will be required to travel to Regional Offices;
- Regular meetings held with suppliers and stakeholders;
- Will be required to work outside of normal working hours on a regular basis.

2. Complaint Officer (GMG/AM 2)

Job Purpose

Under the general direction of the Director of Field Operations, the Complaint Officer contributes to the effective operation of the Field Operations Department, by accepting and investigating consumer complaints in relation to breaches of the Consumer Protection Act (CPA). The Complaint Officer also provides appropriate responses to requests for advice and offer administrative support to the Complaint Manager and Director of Field Operations.

Key Responsibilities

Administrative:

- Creates accurate case files for each complaint investigation undertaken by the Commission;
- Carries out investigations in respect of each complaint and makes contact with vendors by telephone or in writing, as required;

- Provides guidance and assistance to complainants with a view to resolving complaints within the time as specified in the operating procedures;
- Maintains adequate and comprehensive records of all complaints filed and resolutions achieved;
- Records all requests for advice from consumers;
- Solicits third party or expert advice in writing to assist with investigations;
- Prepares and submits monthly reports of all complaints received; amounts successfully resolved and closed;
- Assists with mounting and manning of CAC exhibitions/expositions.

Technical:

- Analyzes information provided by complainants, vendors, as well as third party resource persons, as appropriate.
- Determines appropriate action to be taken in respect of a particular breach of the CPA.
- Advises vendors in writing of the particular breach(es) of the CPA in relation to complaint(s) filed.
- Reviews actions taken by vendors and refer case files in respect of possible litigations.
- Prepares reports as required.

Required Knowledge, Skills and Competencies

- Good analytical and problem-solving skills
- Ability to resolve conflicts, negotiate and mediate towards resolution
- Excellent oral and written communication skills
- Ability to work without supervision
- Adept customer service skills
- Excellent teamwork and good interpersonal skills
- Strong work ethics
- Motivated to succeed
- Computer proficient and competent in the use of Microsoft Suite and other windows-based software

Minimum Required Qualification and Experience

- Certificate or Diploma from a Tertiary Institution;
- Three (3) years' work experience;
- Experience in a similar position would be desirable.

3. Administrative Assistant (GMG/AM 2)

Job Purpose

Under the supervision of the Finance and Administration Manager, the incumbent provides administrative support services to the Manager and staff of the Finance and Administration Unit.

Key Responsibilities

- Assists with recruitment and the processing of applications;
- Maintains leave and time-off records and updates employees files accordingly;
- Co-ordinates training activities and participates in the planning and executing of seminars, workshops, conferences, etc.;
- Processes PMAS reports and prepares requests for payment for Manager's signature;
- Assists in co-ordinating overseas travel for the Commission's Officers;
- Composes letters, memoranda and responses to routine correspondence from instructions received;
- Schedules appointments and maintains the Manager's Diary;
- Acts as liaison between the Manager and other members of staff; transmits instructions and follows up and keeps the Manager abreast of progress;
- Arranges/Attends meetings as required by the Manager; records and reproduces Minutes for circulation.
- Receives and distributes incoming mail; maintains a log of all correspondence received;
- Ensures that an appropriate filing system is in place for the Office and maintains a system for the control and safe custody of classified and confidential files, documents, and reports;

- Retrieves and compiles information for use by the Manager in preparation of reports, etc.;
- Ensures that correspondence referred to the Manager for signature/approval are grammatically correct, factual and appropriately prepared;
- Performs general clerical duties such as photocopying and filing.
- Assists with the manning of the Corporation's telephone lines as required;
- Plans and co-ordinates staff welfare and social activities;
- Performs any other related duties which may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Customer Service Orientation
- Excellent oral and written communication skills
- Proficient in the use of Microsoft Suite of Software Applications
- Integrity
- Good interpersonal skills
- Initiative
- Reliability
- Stress tolerance
- Adaptability
- Ability to work in a team
- Good analytical thinking skills
- Goals/Results oriented

Minimum Required Qualification and Experience

- Professional Administrative Certification; **or**
- Certificate, Diploma, or higher education in Business Administration, Human Resource Management, or similar, from a reputable Institution;
- One (1) year work experience at the Administrative level in Human Resource Administration, Operations or Customer Service.

4. Research Assistant (SOG/ST 3)

Job Purpose

Under the supervision of the Senior Economist, the incumbent is responsible for the compilation and inputting of data for the weekly, monthly and annual surveys (on Grocery, Petrol Hardware, Textbook) or any other survey mandated from time to time.

Key Responsibilities

- Updates the Commission's Survey Data Entry Tool (SDET);
- Assists in the preparation of the Commission's Price Alerts and other periodic/ad hoc reports;
- Documents and analyzes data in respect of surveys conducted;
- Examines movements in prices and availability of goods;
- Conducts investigations as directed by the Director of Research and/or immediate supervisor;
- Prepares written draft reports, along with charts and appendices to clarify the written accounts;
- Prepares letters, makes telephone calls and arranges interviews to obtain data from producers, importers, retailers and or consumers as it relates to specific research projects.
- Collects data from the field and conducts work related interviews;
- Clarifies prices obtained in surveys;
- Prepares weekly/monthly activity reports when necessary;
- Provides the Public with price information and consumer related matters.
- Initiates research projects on relevant subject matters;
- Assists in providing basic on the job training and orientation for Summer Interns;
- Assists with the planning of workshops for Survey Officers as the need arises;
- Contributes to the formulation of departmental policies and the means of implementing same;
- Performs any other related duties as may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Fair knowledge of research methods, statistics and economics
- Knowledge of planning, designing and implementing research projects
- Proficiency in the use of relevant computer applications
- Good analytical skills
- Knowledge of technical report writing
- Ability to make presentations, participate in interviews
- Good analytical thinking skills
- Integrity
- Good interpersonal skills
- Good oral and written communication skills
- Use of technology
- Good planning and organizing skills
- Compliance
- Customer and quality focus

Minimum Required Qualification and Experience

- Associate Degree in Social Sciences;
- One (1) year work experience in the field of Research.

5. Receptionist (PIDG/RIM 2)

Job Purpose

Under the general direction of the Office Manager, the incumbent is responsible for attending to visitors, dealing with inquiries received over the phone and face to face and supplying information regarding the organization to consumers.

Key Responsibilities

- Answers, places, screens, and routes all calls to appropriate staff/offices;
- Greets and screens visitors to the organization;
- Records and relays messages to staff;
- Provides visitors with routine information about the Commission and directs them to the relevant staff/office as is necessary;
- Maintains a log of personal long-distance calls made by staff and reconciles with telephone bills for payment by the relevant officers;
- Keeps abreast of staff movements in and out of organization;
- Receives, sorts and dispatches all mails;
- Assists with the preparation of reports and documents for the Commission;
- Maintains filing system for resolved complaints;
- Monitors and maintains the stock of Postal Stamps;
- Performs any other related duties as is required.

Required Knowledge, Skills and Competencies

Core:

- Confidentiality
- Adaptability
- Ability to work in a team
- Compliance
- Integrity
- Good interpersonal skills

Technical:

- Customer Service orientation
- Good oral written communication skills
- Professionalism
- Initiative
- Reliability
- Stress tolerance
- Competent in the use of Microsoft Office Suite

Minimum Required Qualification and Experience

- Five (5) CSEC Subjects, including English and Mathematics at Grades I or II;
- Certificate in Telephone Operating from a recognized institution;
- Minimum experience of two (2) years' work experience in a similar position.

Special Condition Associated with the Job

- May be required to interface with hostile clients from time to time.

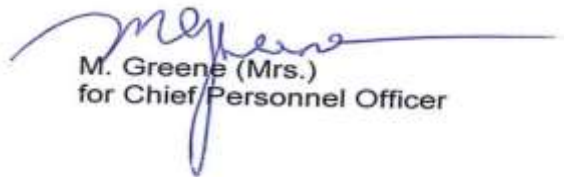
Applications accompanied by Résumés should be submitted **no later than Tuesday, 2nd February, 2021 to:**

**Finance and Administrative Manager
Consumer Affairs Commission
34 Trafalgar Road, Kingston 10**

Email: jobs@cac.gov.jm

Please note that only shortlisted applicants will be contacted.

Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.


M. Greene (Mrs.)
for Chief Personnel Officer